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U.S. Department of Commerce, Patent and Trademark Office		Attorney Docket No.	Serial No.
Technology Center 2600		6416.0126	10/082,386
INFORMATION DISCLOSURE STATEMENT BY APPLICANT (Use several sheets if necessary)		Applicant(s)	
		Daniel N. Duncan, Alexander N. Svoronos, Thomas J. Miller	
		Filing Date	Group
		February 25, 2002	2642

U.S. Patent Documents

Examiner Initial		Document Number	Date	Name	Class	Subclass	Filing Date If Appropriate
B ²	AA	4,881,261	Nov. 15, 1989	Oliphant et al.	379	215	Jun. 29, 1988
B ²	AB	5,040,208	Aug. 13, 1991	Jolissaint	379	201	Aug. 13, 1991
B ²	AC	5,185,782	Feb. 9, 1993	Srinivasan	379	67	Feb. 8, 1991
B ²	AD	5,335,269	Aug. 2, 1994	Steinlicht	379	266	Mar. 12, 1992
B ²	AE	5,627,884	May 6, 1997	Williams et al.	379	88	Jun. 26, 1995
B ²	AF	5,742,674	April 21, 1998	Jain et al.	379	209	Dec. 22, 1995
B ²	AG	5,838,682	Nov. 17, 1998	Dekelbaum et al.	370	401	Nov. 28, 1995
B ²	AH	5,946,386	Aug. 31, 1999	Rogers et al.	379	265	Mar. 11, 1996
B ²	AI	6,002,760	Dec. 14, 1999	Gisby	379	266	Feb. 17, 1998
B ²	AJ	6,088,444	Jul. 11, 2000	Walker et al.	379	266	Apr. 11, 1997
B ²	AK	6,154,530	Nov. 28, 2000	Letellier	379	142	Mar. 25, 1998

Foreign Patent Documents

							Translation	
		Document	Date	Country	Class	Subclass	Yes	No
	AL						<input type="checkbox"/>	<input type="checkbox"/>
	AM						<input type="checkbox"/>	<input type="checkbox"/>

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

B ²	AN	Lucent's CentreVu® Advocate SM white paper; Lucent's CentreVu Advocate, Breakthrough Solutions for Your Success"; Lucent Technologies 1999
B ²	AO	CentreVu® Advocate SM Research Simulation white paper; "CentreVu Advocate Research Simulation, Environments with CentreVu Advocate"; Lucent Technologies 1999
B ²	AP	CentreVu® Advocate; "Power Call Center Routing that Leaves <i>Nothing</i> to Chance"; Lucent Technologies 1998
B ²	AQ	Foster, Robin Harris and De Rey, Stanny; "Re-inventing the Call Centre with Predictive and Adaptive Execution"; The Journal of the Institution of British Telecommunication Engineers, Volume 18, Part 2, pages 180-184 1999
B ²	AR	"C@ll Center Solutions - 1998 Product of the Year"; http://www.praxon.com/news/art_2-99prodofyear.htm
B ²	AS	"Choosing the Best: CTI® Magazine's 1998 Products of the Year"; http://www.tmcnet.com/articles/0199/ctipoty98.htm

Examiner

Date Considered

6/12/04

*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with your communication to applicant.